

CONTINUITY OF CARE

Due to the transition of our benefits to Anthem, there may be concern for those who are in active treatment or have care in progress with a physician who is not in the Anthem network. To help you with this type of situation, Anthem has a continuation of care program.

Continuation of care at the in-network benefit level may be approved for a short period of time (typically no more than 90 days) to allow you to locate and start a relationship with a new provider in the Anthem network. In some occasions, members may be allowed to finish their course of treatment with the non-network provider if we feel the members care or results would be jeopardized by a change in physician.

Some examples of active treatment/care in progress or items we would want to review for transition of care include the following: recent hospitalization with follow up care requirements, post-surgical or post-partum visits, members with an unstable/life threatening condition, trauma victims, members in 3rd trimester of pregnancy, transplant candidates awaiting donor, cancer treatments, Therapies (Physical, Occupational or Speech), hospice, etc.

To apply for this process, please contact the Human Resources Department for the necessary form. It is important to note that while members may apply for this process, all requests are not approved and the member may need to find a new care provider within the network for their medical services to be paid at the in-network benefit level. If the members care has not yet begun or he/she is not currently undergoing treatment, the member will need to utilize an in-network provider to receive network-level benefits.